I have many friends who use AAC devices. On the phone, we don't have visual cues to see if there was an error or misunderstanding. The caller might need more time to construct his/her thought. My friends have Cerebral Palsy, Mobius Syndrome and High level spinal cord injuries. Many potential users of Video Assisted STS include people with Cerebral Palsy, Parkinson's, ALS, and other speech disabilities.